



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Dayton, Ohio

Docket No. 9378

Application of:

FRAZIER, D. et al.

Group Art Unit: 3625

Serial No. 09/943,708

Examiner: ZURITA, JAMES H.

Filed: August 31, 2001

For: **IMPROVING CUSTOMER SATISFACTION THROUGH
CUSTOMER IDENTIFICATION AND SERVICE-TIME
MEASUREMENT**

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

Sir:

In response to the Final Office Action dated October 2, 2006, kindly amend this application as follows:

Amendments to the Claims appear in the listing of claims, which begins on page 2 of this paper.

Remarks/Arguments begin on page 11 of this paper.

CERTIFICATION OF MAILING UNDER 37 CFR 1.8

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on _____.

By: _____
Name: _____